

United States Section Directive

Volume: I I
Chapter: 901
Date: July 29, 2003

Subject: USIBWC Physical Security Program

To: All USIBWC Managers and Supervisors
Presidents, AFGE Locals 3060 & 3309

Control: Physical Security Program Manager, Human Resources Office

901.1 Requirement/Authority.

The head of each Federal agency is responsible for establishing and sustaining programs for the protection of resources assigned to the agency; this includes personnel and property. Of particular importance is the administration of a program providing a reasonable degree of security for agency employees and visitors, physical structures, and equipment.

901.2 Purpose.

The purpose for this directive is to establish the basic outline for ensuring a reasonable degree of physical security for the agency's human and physical resources to include emergency management planning and workplace violence prevention.

901.3 Responsibilities.

The primary responsibility for ensuring the security of USIBWC resources rests with the United States Commissioner. Delegated assignments designed to ensure this responsibility is met are as follows:

Deputy Commissioner - Operations: Responsible for the implementation of physical security program requirements for all work units under the Operations Department.

Deputy Commissioner - Engineering: Responsible for the implementation of physical security program requirements for all work units under the Engineering Department.

Executive Engineer: Responsible for the implementation of physical security program requirements for all work units under the Administration Department and the Commissioner's Staff.

Legal Advisor: Responsible for providing legal counsel to agency personnel engaged in developing and implementing physical security program policy and provisions.

Physical Security Program Manager: Responsible for providing policy oversight and subject matter guidance to USIBWC management officials regarding physical security, to include emergency management planning and workplace violence prevention.

Security officers: Responsible for carrying out officially assigned security enforcement duties in a professional manner as members of the agency's security force and for adhering to the provisions of this directive, the Physical Security Officer Policy Manual, and supplemental orders and procedures. The organizational title of "security officer" is to be used to those personnel who officially are classified as a Security Guard, GG-0085. Except for official personnel and pay purposes, "security officer" is the title to be used when referring to such personnel.

901.4 **Related Issuances.**

Various directives and other guidance pertaining to the security of USIBWC human, fiscal, and physical resources have been issued. Guidance that has not been consolidated into this directive will continue to be followed. One such issuance pertaining to information security is the Unclassified Cyber Security Program Plan, Volume II, Chapter 603.

901.5 **Appendices.**

Appendices to this directive include the following:

- A. Appendix **A** contains the Workplace Violence Prevention Manual
- B. Appendix **B** pertains to the possession of weapons in USIBWC facilities.
- C. Appendix **C** contains the Security Officer Manual as described in paragraph 901.6 below.
- D. Appendix **D** is reserved for supplemental physical security manuals (to include emergency management plans) as described in paragraph 901.6 below.

901.6 **Supplemental Manuals.**

A. Physical Security Manual.

1. A physical security manual is to be established for each of the following organizational units and will be a supplement to this directive:

- a. Headquarters Physical Security Manual: M901-HQ;
- b. Lower Rio Grande Flood Control Project Physical Security Manual (to include specific provisions for Anzalduas Dam and Retamal Dam); M901-LRGFCP;
- c. Falcon Dam Project Physical Security Manual: M901-FDP;
- d. Amistad Dam Project Physical Security Manual: M901-ADP;
- e. Presidio Project Physical Security Manual: M901-PP;
- f. Upper Rio Grande Flood Control Projects Physical Security Manual (to include specific provisions for American Dam Facility, Zac Dominguez Field Office, and Las Cruces Field Office): M900-URGFCP;
- g. Nogales Sanitation Project: M901-NSP;
- h. Yuma Project: M901-YP: and
- i. San Diego Project: M901-SDP.

2. The project/facility manager of each of the above-referenced projects will assume primary responsibility for the development and annual review of the project's physical security manual. The agency physical security program manager will assume primary responsibility for the development and annual review of the headquarters physical security manual.

3. The physical security manual will include the following essential elements:

- a. Physical security measures. A brief description of facility access control and monitoring equipment such as fencing, gates, alarm systems, key/electronic card access systems, closed circuit camera systems, and lighting.
- b. Personnel security measures. A brief description of facility access control and monitoring personnel procedures such as security officers and their basic responsibilities, visitor sign-in procedures, employee responsibilities such as reporting of suspicious persons and circumstances, and other preventive practices.
- c. Emergency management plan. The physical security manual will include as a sub-appendix an emergency management plan, the purpose for which is twofold: to provide a useful framework for coping responsively with a variety of emergency situations that could occur; and to assign personnel responsibilities to manage such emergencies.

d. While the format of the physical security manual will include the above-referenced essential elements, its content will be at the discretion of the management official responsible for developing the manual. Maximum flexibility in the content is in recognition of the unique security requirements facing each organizational unit.

4. The physical security manual will be available to USIBWC employees on a need to know basis except for the emergency management plan, which should be made available to every employee directly covered by the plan.

5. The physical security manual should be completed not later than 180 calendar days following the issuance of this directive. The manual will be provided, through the chain of command, to the physical security program manager. An annual review of the manual should be conducted by the project/facility manager and revisions made as deemed necessary.

6. As directed by the chief of the Operations and Maintenance Division, the manager over a project with a dam facility will continue to develop and update an emergency action plan handbook which will be separate and distinct from the physical security manual and will address procedures to be followed in the event of a detrimental release of water.

B. Security Officer Manual.

The Security Officer Manual (appendix **C**) is applicable to those field offices staffed with USIBWC security officers. It also is applicable to some extent to the USIBWC headquarters building which is provided limited services by Upper Rio Grande Project security officers who secure the building and turn designated alarms on and off each duty day.

901.6 **Supersession.**

The various individual emergency action plans and agency protection action plans which have been developed will be superseded as replacement manuals are developed and issued.

901.7 **Effective Date.**

This directive will be effective immediately following its issuance.

FOR THE COMMISSIONER

Robert Komp
Director of Human Resources

Workplace Violence Prevention

Manual

Supplement to:

Volume: II

Chapter: 901

I. BACKGROUND

The establishment of a workplace violence prevention process (WVPP) is in recognition of the policy of the USIBWC to provide employees a work environment that is free from actual or potential acts of violence. The WVPP follows a preventive, proactive approach in detecting and dealing with such acts.

II. POLICY STATEMENT

It is the policy of the USIBWC to promote a safe work environment for its employees. The agency thus is committed to working with its employees in maintaining an environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior. While this kind of conduct is not pervasive at the USIBWC, no agency is immune. Violence, threats, harassment, intimidation, and other disruptive behavior in the agency workplace will not be tolerated; that is, all reports of incidents will be taken seriously and will be dealt with appropriately. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm. Individuals who commit such acts are subject to immediate removal from the work site (through the granting of administrative leave if the individual is an agency employee) and may be subject to disciplinary action, criminal prosecution, or both as appropriate. Employees, both non-supervisory and supervisory, must not ignore violent, threatening, harassing, intimidating, or other disruptive behavior. If an employee experiences or observes such behavior by anyone on agency premises, whether the individual is an agency employee or not, the employee must report it immediately to a supervisor or manager. Supervisors and managers who receive such reports will follow the provisions of the WVPP as set forth in this manual.

III. PREVENTION

A major component of the WVPP is prevention, to include identifying indicators of potential violence, taking proper intervening measures, and training non-supervisory and supervisory personnel on workplace violence prevention.

A. Indicators of Potential Violence.

No one can predict human behavior, and there is no specific “profile” of a potentially dangerous individual. However, indicators of increased risk of violence are available. The following indicators have been identified by the Federal Bureau of Investigation in its analysis of past incidents of workplace violence:

- p Direct or veiled threats of harm;
- p Intimidating, belligerent, harassing, bullying, or other inappropriate or aggressive behavior;
- p Numerous conflicts with supervisors and other employees;
- p Bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to weapons, or showing fascination with weapons (see **note below*);
- p Making statements showing fascination with incidents of workplace violence, indicating approval of the use of violence to resolve a problem, and/or indicating identification with perpetrators of workplace homicides;
- p Making statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide;
- p Showing signs of drug/alcohol abuse; and
- p Demonstrating extreme changes in behavior; for example, a normally happy and outgoing person who becomes withdrawn and appears depressed or agitated.

Each of these behaviors is a clear sign that something is wrong and should not be ignored. By identifying the problem and dealing with it appropriately, the organization may be able to prevent violence from occurring. Some behaviors may require immediate law enforcement involvement, others constitute actionable misconduct, and still others indicate an immediate need for referral to the Employee Assistance Program (EAP). However, it is not advisable to develop what commonly are referred to as “profiles” to predict violent behavior. “Profiles” often suggest that people with certain characteristics, such as “loner” or “gun owner” are potentially violent. This kind of labeling will not help to predict violence accurately, and it can lead to unfair stereotyping of employees. The same can be said of relying on “early warning signs” that include descriptions of problem situations such as “in therapy,” “is undergoing a divorce,” or “suffers from mental illness.” While everyone experiences stressful events at some point in life, all but a very few individuals weather these storms without resorting to violence.

**Note: Disciplinary action regarding the unauthorized possession of a weapon in USIBWC facilities is addressed in the USIBWC Physical Security Program Directive, chapter 901, volume II (Appendix A).*

B. Training.

It is the goal of the WVPP to train USIBWC personnel on workplace violence prevention provisions and practices and follow up with proactive interpersonal relations training.

IV. RESPONDING TO POTENTIAL OR ACTUAL VIOLENCE

This section addresses situations in which an employee displays one or more indicators of potential violence but who has not committed an act of physical violence (with “act of physical violence” defined as a situation in which a person who has lost physical and emotional control and poses, or appears to pose, an immediate threat to self and/or others).

A. Personal response.

An individual who discovers, either on his/her own or from another person, that he/she is displaying one or more indicators of potential violence should seek immediate assistance such as contacting the EAP. The EAP is a confidential service that provides licensed, certified counselors who have Masters or Doctorate degrees and extensive post-graduate experience. The EAP helps employees resolve personal problems that may adversely impact their work performance, conduct, health, and well-being. It addresses problems in the quickest, least restrictive, and most convenient manner while protecting client confidentiality. Among the services EAP offers are assessment, counseling and referral services.

B. Supervisor/work leader response.

The supervisor or work leader of an individual who displays one or more indicators of potential violence has the following responsibilities:

1. Level one incident (non-defensive). If the individual displays one or more indicators of potential violence but does not react defensively when approached, the supervisor or work leader should take a supportive approach to include but not limited to the following:
 - a. Meet with the individual, keeping in mind the employee’s “Weingarten Rights” if he/she is a member of the bargaining unit (refer to 674.4.3 below);
 - b. Display empathy and take a non-judgmental attitude;
 - c. Point out the concern about the employee’s behavior and its effects on him/her and

others;

- d. Practice active listening while encouraging the employee to talk about the issue;
- e. Offer the employee the services of the EAP; and
- f. Follow up by documenting what took place in the meeting.

Note: A non-supervisory employee who observes a co-worker displaying one or more indicators of potential violence should notify his/her supervisor.

2. Level two incident (defensive). If the individual displays one or more indicators of potential violence and reacts defensively when approached, the supervisor or work leader should take a significantly more directive approach than in level one by setting limits. Defensive behavior includes aggressively challenging one's authority and/or becoming belligerent (swearing, screaming, and making indirect/veiled threats). A supportive approach as described under level one is not advisable. The recommended approach to setting limits is as follows:

- a. Display an assertive approach with the individual;
- b. Give a simple, clear explanation of what the individual has been observed doing/saying;
- c. Explain what behavior is inappropriate and what must be done to correct it;
- d. Give clear choices with consequences (a recommended formula is two choices - either comply with the request/agency policy or not, followed by a consequence for each);
- e. Keep in mind that each consequence presented must be enforceable and within agency policy;
- f. Allow the individual a moment (5-10 seconds) to think about the choices and consequences;
- g. Follow through on the consequences depending on the individual's response.
- h. Offer the employee services of the EAP;
- i. Follow up by documenting what took place.

3. Level three incident (violent). Follow the violence response procedures stated in section VI below when the incident involves a physical assault, direct threat of harm, or other behavior in which the individual has lost physical and emotional control and poses an immediate threat to self and/or others.

V. WEINGARTEN RIGHTS

The Weingarten Right is described in 5 U.S.C. 7114(a)(2)(B) as follows:

A. An exclusive representative of an appropriate unit in an agency shall be given the opportunity to be represented at any examination of an employee in the unit by a representative of the agency in connection with an investigation if (1) the employee reasonably believes that the examination may result in disciplinary action against the employee; and (2) the employee requests representation.

B. To be subject to a Weingarten Right, all of the following elements are required:

1. An examination of an employee in connection with an investigation (also known as an investigatory examination). To be an investigatory examination, the meeting must involve the questioning of an employee as part of an inquiry to ascertain facts.

2. The examination is conducted by an agency representative. An agency representative includes supervisors, managers, personnel specialists, internal agency auditors, and inspectors general.

3. The employee reasonably believes disciplinary action against him or her may result.

4. The employee requests representation. The union's entitlement to be present occurs only at the employee's request.

C. Management has the right to insist that the employee, and not his or her representative, respond to questions asked in the investigatory examination. Examinations by the Federal Bureau of Investigation, the General Accounting Office, or other outside law enforcement agencies are not subject to the Weingarten Right. When a bargaining unit employee reasonably believes that a management official's examination may result in disciplinary action against them, they have the right to request Union representation (Weingarten Right). The examination must be in connection with an investigation.

VI. VIOLENCE RESPONSE PROCEDURES

A. **Victim response.**

A non-supervisory or supervisory employee who is the target of violence, to include physical assault, threats, harassment, intimidation, and other disruptive behaviors, normally will do the following:

1. Unarmed situation. The following steps should be used if the hostile individual does not produce a weapon (with a “weapon” defined generally as a firearm, knife, club, or any other object that may be used to inflict bodily injury or death):

a. *Separate.* Physically remove yourself from the alleged perpetrator immediately if you reasonably believe that doing so will prevent further violence. This can include reporting to your supervisor’s office or another work area that you believe is safe.

b. *Avoid retaliating.* Avoid acting in kind; that is, committing an act of violence against the alleged perpetrator - to do so can subject you to immediate removal from the work site and may subject you to disciplinary action, criminal prosecution, and/or civil liability. Generally, you are justified in using force against the perpetrator only when and to the degree that you reasonably believe the force is immediately necessary to protect yourself and physically remove yourself from the perpetrator.

c. *Document.* Report the incident promptly by completing the *WVVP Incident Victim Report* (IBWC form 317) and submitting it to your supervisor.

d. *Seek assistance.* Seek emotional relief from the incident. This can include requesting annual leave for the remainder of the work day and/or contacting the EAP or other health care provider. If you leave the work site, it is important that you be readily available to discuss the incident during the investigation.

2. Armed situation. An incident of violence involving a weapon presents an obviously dangerous situation that is best left to trained law enforcement personnel. However, an individual who finds him/herself trapped in a situation in which law enforcement personnel are not readily available may choose to follow these guidelines:

a. *Remain calm.* Keep in mind that an individual who confronts others with a weapon probably has not decided whether or not to use it. If the person had already decided, he/she would not merely threaten but likely just attack. Appearing composed can have a calming effect on the individual.

b. *Understand fear.* Keep in mind that the individual likely is as afraid as his/her victim(s). Fear often is the reason a person has a weapon in the first place.

c. *Avoid physical intervention.* Avoid rushing and attempting to disarm. Even trained law enforcement personnel try to avoid this extremely dangerous course of action.

d. *Negotiate.* Try to get as many little “yeses” as possible, starting with a basic request like, “Is it okay if I take a few steps back?” or “I really need to take a few deep breaths, can I do that?” The longer you can keep the individual engaged in a conversation, the less likely he/she is to use the weapon. Try to get the individual to allow you to take three steps back. Distance may help to reduce the individual’s anxiety as well as the accuracy of the weapon.

e. *Seek help.* If an opportunity arises, discreetly alert others about the situation so that they can notify the proper law enforcement authorities (for example, security personnel, local police agencies, or federal authorities such as the U.S. Federal Protective Service).

f. *Document.* Report the incident promptly upon its conclusion by completing the *WVVP Incident Victim Report* (IBWC form 317) and submitting it to your supervisor.

g. *Seek assistance.* Seek emotional relief from the incident. This can include requesting annual leave for the remainder of the work day and/or contacting the EAP or other health care provider. If you are authorized to leave the work site, it is important that you be readily available to discuss the incident during the investigation.

B. Supervisor/work leader response.

The supervisor of an alleged victim has specific responsibilities (in the absence of the supervisor, a work leader, “senior-level” employee, or any other employee in the best position to do so will carry them out as appropriate). If the supervisor personally witnesses an altercation in progress, he/she will adhere to the following guidelines:

1. Assess the situation. Make a quick evaluation of the circumstances. Try to stay as calm as possible. Look at the number of people involved, their physical size, intensity of behavior, and type and number of weapons. Make a mental note of the onlookers present to ensure they are contacted during a subsequent investigation.

2. Summon assistance. Seek help by directing one or more onlookers to take action, including the following: notifying the supervisor or manager; contacting law enforcement

authorities (if the altercation involves a weapon and/or a fight in which strike(s)/grab(s) are involved); and assisting in separating the hostile individuals.

3. Remove onlookers. Direct all other onlookers to leave the area immediately, keeping in mind that the presence of onlookers often is the only reason those involved in an altercation do not back down. Once onlookers are removed, participants can back down without “losing face.” Make a mental note of those onlookers who refuse to leave for possible subsequent disciplinary action.

4. Remain non-judgmental. Do not make judgments as to who is right or wrong even if it seems clear that one party is innocent. How the dispute started and who did what should not be of immediate concern. The immediate goal is to defuse the situation before it becomes more dangerous.

5. Separate the parties. Physically separate the individuals involved in the altercation as soon as it is reasonably safe to do so. Ensure that the parties no longer maintain eye contact. Tempers likely will cool once the individuals are separated.

6. Follow up. Supervisor(s) in the disputing individuals’ chain of command should arrange to meet with them separately and promptly for the purpose of gathering information regarding what led up to the altercation. Keep in mind an employee’s “Weingarten Rights” if he/she is a member of the bargaining unit. A supervisor who is a direct party to the incident will not conduct the follow-up action. The supervisor will document the meetings by writing a memorandum that includes the following information: date and time of the sessions; all persons present at each session; a summary of discussions; and the supervisor’s conclusions (including recommendations regarding disciplinary action and follow-up preventive measures). All witnesses to the altercation are to be directed to complete the *WVVP Incident Witness Statement* (IBWC form 318). All completed documents are to be submitted promptly to the Physical Security Program Manager in the Human Resources Office. Note that the follow up actions do not replace, nor should interfere with, any law enforcement investigation that may take place.

C. Management follow-up response.

Designated management officials will provide additional follow up to all level two and level three incidents by adhering to the following structure and procedures:

1. Management response team. Each field office and the headquarters departments will establish a management response team (MRT). Each MRT will be composed of all available supervisory personnel in the respective field office or headquarters department. The MRT will be chaired by the highest ranking official in the work unit. The MRT will meet within three work days of a level one incident, one work day of a level two incident, and immediately following a level three incident. The purpose for the meeting will be to review all available information pertaining to the incident, including statements from the victim(s), witness(es), and supervisor(s), and recommend follow-up action to include disciplinary action and preventive measures. The MRT also will make an assessment of any unusual stressors or other conditions in the work place that may have contributed to the incident.

2. Executive response team. The USIBWC executive response team (ERT) will be composed of the Director of Human Resources, Director of Strategic Planning (as the Physical Security Program Manager), and the Legal Advisor. The ERT will review all available information pertaining to the incident, seek advice from subject matter experts and review the MRT's recommended follow-up action to include disciplinary action and preventive measures. The Physical Security Program Manager may initiate a follow-up administrative investigation in consultation with the Office of the Legal Advisor and Human Resources Office.



Workplace Violence Prevention Process Incident Victim Report

Instructions: An employee who believes that he/she is a target of workplace violence will complete this report as soon as possible after the incident and submit it to his/her supervisor.

Victim information.

Name (last, first., middle initial):

Work location:

Work telephone number:

Injuries.

If any injuries occurred due to the incident, describe them and any medical treatment:

If an injury occurred, have you filed a worker compensation claim? ☐ yes ☐ no

Incident information.

Date/time of incident: day____/month____/year____ :____ a.m./p.m.
(circle one)

Exact location of incident:

Description of incident:

On the reverse side of this form or, if necessary, on an additional sheet of paper: (1) describe what led up to the incident; (2) described who was involved, specifically what was said, and what happened during the incident; and (3) describe any weapons displayed or used.

Certification.

I certify that, to the best of my knowledge and belief, all of the information on and attached to this form, is true, correct, complete, and made in good faith. I understand that any information I give is subject to an investigation by USIBWC officials and law enforcement authorities.

Signature: _____ Date: _____



Workplace Violence Prevention Process Incident Witness Statement

Instructions: An employee who personally witnessed an incidence of workplace violence will complete this report as soon as possible after the incident and submit it to his/her supervisor.

Witness information.

Name (last, first., middle initial): _____

Work location: _____

Work telephone number: _____

Incident information.

Date/time of incident: day ____/month ____/year ____ : ____ a.m./p.m.
(circle one)

Exact location of incident: _____

Description of incident:

Include the following: (1) describe what led up to the incident; (2) described who was involved, specifically what was said, and what happened during the incident; and (3) describe any weapons displayed or used. If necessary, continue on the reverse side of this form or on an additional sheet of paper.

Certification.

I certify that, to the best of my knowledge and belief, all of the information on and attached to this form, is true, correct, complete, and made in good faith. I understand that any information I give is subject to an investigation by USIBWC officials and law enforcement authorities.

Signature: _____ Date: _____

Appendix B.

Weapons Policy

Manual

Supplement to USIBWC Directive:
Volume: II

Chapter:

901

I. AUTHORITY.

The prohibition against the possession of certain weapons, including firearms, in federal facilities is stated in 18 United States Code, section 930.

II. POLICY.

It is the policy of the United States Section, International Boundary and Water Commission, United States and Mexico (USIBWC), that weapons shall be prohibited in and on all property (including buildings, grounds, and roadways) owned or under the jurisdiction of the USIBWC except as stated in paragraph 901.A.5 below. It is particularly important that supervisors at all levels review the contents of this directive with their employees on an annual basis to avoid inadvertent violations by employees.

III. DEFINITIONS

Weapon. A weapon is any device which is designed or modified to be used in an offensive or defensive manner and which, by itself or used with another device, is intended to inflict bodily injury or death or which reasonably appears to be an explosive or incendiary device. Weapons include but are not limited to the following: firearms; BB/pellet guns; electronic guns; ammunition; illegal knives; clubs; explosive weapons; hoax bombs; and certain chemical dispensing devices.

1. ***Firearm.*** A firearm is any device designed, made, or adapted to expel a projectile through a barrel by using energy generated by an explosion or burning substance, or any device readily convertible to that use.

2. ***BB/pellet gun.*** A BB/pellet gun is any device designed, made, or adapted to expel a projectile such as a BB, dart, or pellet, through a barrel by using energy generated by springs, compressed air, or compressed gas cartridge, or any device readily convertible to that use.

3. ***Electronic gun.*** An electronic gun is any device which is designed, made, or adapted to discharge an electrical current of sufficient voltage to deliver an electric shock of any severity to a human being.

4. ***Ammunition.*** Ammunition includes projectiles, together with their fuses, propelling charges, and primers, designed to be expelled from a firearm.

5. ***Illegal knife.*** An illegal knife is defined as follows: any bladed instrument in which the length of the blade exceeds three inches, measured from the tip of the blade to the hilt of the knife; and is capable of inflicting bodily injury or death by cutting or stabbing a person with the instrument. An illegal knife can include an arrow, sword, spear, and any other hand instrument designed to cut or stab another by being thrown. USIBWC personnel and visitors to USIBWC

facilities may possess a legal knife provided that it is carried in a sheath. The following are specific exceptions to the illegal knife definition:

a. An agency-issued bladed instrument such as a machete or an ax that is used by personnel during their actual performance of work.

b. A bladed instrument commercially manufactured for food preparation, serving, and consumption and is used by USIBWC personnel for such purposes provided that the instrument is stored in a locked receptacle when not in actual use.

6. *Club*. A club means an instrument that is specially designed, made, or adapted for the purpose of inflicting bodily injury or death by striking a person with the instrument, and includes but is not limited to the following: blackjack; nightstick; mace; or tomahawk.

7. *Explosive weapon*. An explosive weapon is any explosive or incendiary bomb, grenade, rocket, or mine, that is designed, made, or adapted for the purpose of inflicting bodily injury, death, or property damage, or for the principal purpose of causing such a loud report as to cause undue public alarm or terror; it includes any device designed, made, or adapted for delivery or shooting an explosive weapon.

8. *Hoax bomb*. A hoax bomb is any device that reasonably appears to be an explosive or incendiary device or by its design causes alarm or reaction of any type by an official of a public safety agency or a volunteer agency organized to deal with emergencies.

9. *Chemical dispensing device*. A chemical dispensing device is any device, other than a small chemical dispenser sold commercially for personal protection, that is designed, made, or adapted for the purpose of dispensing a substance capable of causing an adverse physiological or psychological effect on a human being. A USIBWC employee or visitor on agency property who possesses a small chemical dispenser sold commercially for personal protection must observe the following: ensure the dispenser is sufficiently secured as to prevent an accidental discharge; ensure the dispenser is concealed at all times and is not brandished; and understand that the use of the dispenser may subject the individual to disciplinary action, civil action, and/or criminal prosecution.

IV. GENERAL PROHIBITIONS.

A. **General prohibition.** All weapons, as defined in section III, shall be prohibited in and around all property (including buildings, grounds, and roadways) owned or under the jurisdiction of the USIBWC except as stated in paragraph 901.A.5.

B. **Parking Lots/Areas.** The prohibition against weapons includes parking lots/areas where such property is under the jurisdiction of the USIBWC. As such, employees and visitors may not leave firearms or dangerous weapons in their vehicles while parked in these areas.

Where the parking lot/area is not under USIBWC jurisdiction, state/local laws and ordinances regarding weapons apply.

C. **Target practice.** Target practice on USIBWC property is prohibited except at a range property constructed and duly authorized for the use of certain weapons. The use of a range for target practice requires the prior approval of the appropriate project/facility manager or his/her designee. Such approval will be subject to the rules and regulations as may be established by the project/facility manager.

D. **Government-owned vehicles.** With the exception of agency personnel carrying out their official security enforcement duties, USIBWC employees must not transport weapons in government owned vehicles, including vehicles owned or leased by the USIBWC or the General Services Administration (GSA). Authorized explosives specifically intended to be used by USIBWC personnel in the performance of their work may be transported by such personnel provided they are properly trained in the care, handling, and transportation of such explosives.

V. PERSONS AUTHORIZED TO CARRY CERTAIN WEAPONS.

A. **Security officers.** Security officers employed by the USIBWC are authorized to carry firearms and other weapons issued to them by the USIBWC during the actual performance of their duties. Security officers employed by private security companies specifically contracted by the United States Federal Protective Service or by the USIBWC to provide security services on USIBWC property may carry firearms and weapons issued to such officers during their actual performance of duties.

B. **Law enforcement officers.** Any duly authorized federal, state, or local government law enforcement officer, including an officer engaged in the enforcement of game/hunting laws, customs, laws, immigration laws, and drug enforcement laws, is authorized to carry on USIBWC property all firearms and other weapons issued or authorized by the officer's employing agency.

C. **Certain individuals.** An individual officially living in a residence on USIBWC property may store his/her lawfully owned weapons in the residence and may transport such weapons in his/her personal motor vehicle on and off of USIBWC property subject to the following provisions: the individual takes the most direct route to and from his/her residence; the weapon is not left unattended in the vehicle while on USIBWC property; and, if the weapon is a firearm, it is unloaded and the breech mechanism is open or the firearm is secured with a gun lock during such transportation.

VI. PENALTIES.

USIBWC personnel violating the provisions of this policy and/or federal law regarding the possession of weapons on USIBWC property will be subject to disciplinary action, arrest, and criminal prosecution. Non-USIBWC personnel violating federal law regarding the possession of weapons on USIBWC property will be subject to arrest and criminal prosecution.

VII. NOTICE.

Notice of the prohibition against the possession of weapons must be posted conspicuously at each public entrance to every USIBWC facility in accordance with 18 United States Code, section 930. Suggested wording is as follows:

WARNING

**You are entering federal property. The possession of firearms, explosives,
and/or other dangerous weapons on federal property is prohibited
by 18 United States Code, Section 930. Criminal penalties apply.**

Security Officer

Manual

Supplement to USIBWC Directive:

Volume: II
Chapter: 901

I. REQUIREMENT AND REFERENCE

The USIBWC Security Officer Manual ("the manual") is issued as supplementary policy guidance to the United States Section Directive, Volume II, Chapter 901, subject: Physical Security Program. The primary users of the manual are those personnel who directly oversee and/or are assigned security enforcement duties.

II. CONTROL

The Physical Security Program Manager has policy-level oversight of the physical security program and provides management officials technical guidance and advisory services regarding the full scope of security functions. The term "supervisor" used in the manual shall include any supervisor in the security officer's chain of command and the physical security program manager, with the immediate supervisor having primary responsibility for carrying out the provisions of the manual.

III. EFFECTIVE DATE

The manual takes effect on the same date as the above-referenced physical security program directive is effective.

IV. PROVISIONS

A. **Officer dress.**

1. Presentation. A security officer will wear the official uniform at all times while on duty. A combination of civilian and uniform clothing will not be worn. The uniform and accessories will be kept clean, serviceable, and presentable at all times. The uniform will be worn only on government premises, except that it may be worn directly enroute to and/or from work from the employee's residence; wearing of the uniform at other times may be cause for disciplinary action. The supervisor will be responsible for periodically inspecting the officer.

2. Uniform. The uniform shirt and trousers are to be a coordinated dark blue in color (i.e., "midnight navy blue" or "LAPD navy"). The shirt and trousers are to match in color and style.

a. *Shirt.* The shirt must fit properly, have a full badge sling on the left breast, a pocket on both the right and left breast with flaps, and epaulets on the right and left shoulder. The USIBWC emblem patch is to be in full color, worn on the left sleeve, and 1 ¼ inches below the top (shoulder) seam. The United States flag is to be in full color, with dimensions of 3 ¼" X 2", and reversed (with the blue field to the right of the stripes). Any undergarment that can be seen above the uniform shirt must be white, black, or dark blue in color.

b. *Tie.* A tie will not be worn with a short-sleeve shirt. A tie will be worn with a long-sleeve shirt if so ordered by the supervisor. In the absence of such an order, a tie may be worn if the

officer so prefers. If worn, the tie must meet the following specifications: a clip-on or breakaway (i.e., "velcro") style; solid black or dark blue in color with no printed or sewn pattern in the material; and the bottom of the tie just touches the belt line and is not tucked into the front of the shirt.

c. *Trousers.* Trousers must fit properly, legs uncuffed, and hemmed at the point where they just touch the shoe tops without causing a break in the creased area of the trouser material.

d. *Footwear.* Shoes must be black in color with plain toes and black laces or velcro closures. Toes and heels are to be closed and the heels no higher than 1 ¼ inches. Pumps, loafers, wingtips, suede, and tennis-type athletic shoes are not permitted. An officer may not wear boots with pointed toes, decorative stitching, or tops that are higher than 12 inches. Trouser legs are not to be tucked into the tops of boots. Approved safety shoes or boots are to be worn in areas that so require them; such footwear must be black in color. Socks must be solid black or dark blue in color and long enough so that bare skin is not exposed below the trousers when the officer is in a sitting or crouched position.

e. *Headgear.* Every officer must be in possession of approved headgear. The supervisor will determine whether or not the officer is to actually wear the headgear as part of the uniform. The authorized headgear is a baseball-style cap that is solid dark blue in color matching the uniform and with either the Great Seal of the United States or the USIBWC patch embroidered or affixed to the front.

f. *Jacket.* The jacket, if worn, must fit properly, have a full badge sling on the left breast, and be solid black in color; however, those officers, prior to the issuance of this manual, wearing a jacket that is dark blue in color may continue to do so until the item becomes worn out in service or is damaged. The jacket must be fitted at the waist to ensure that the officer can easily and rapidly draw his/her firearm, other weapons, and handcuffs affixed to the duty belt.

g. *Foul weather apparel.* A raincoat or rain jacket, if worn, must meet the following specifications: be of waterproof or water-resistant nylon material; yellow, lime-green, safety orange, or fluorescent orange-red in color (the coat/jacket may be reversible provided that the reverse side is black or dark navy blue in color); and has weapons-access side openings.

3. Insignia.

a. *Breast badge.* The gold-finished shield-style badge shall be affixed to the left breast of the outermost uniform garment (i.e., the shirt or jacket). The badge is to be individually numbered and assigned to a specific officer.

b. *Nameplate.* The nameplate is to be metal, polished gold finish (not satin), and be one of the following two dimensions only: 5/8" X 2 ¼" or ¼ X 2 3/8". The nameplate is to contain, in black lettering only, the initial of the officer's first name (the middle initial also

may be included) followed by the officer's full last name. The nameplate is to be centered on, and 1/8" above, the right pocket flap of the outermost garment.

c. *Rank.* The display of rank on the uniform is in recognition of a law enforcement organizational structure essential to the functioning of a professional federal security force. The rank assigned to an officer will not impact on the personnel classification of the individual's position, to include the grade of the position. All insignia of rank will be metal, gold-finished, and centered on the lower portion of the collar of the uniform shirt. The following rank is authorized:

(1) Senior Officer. The rank of senior officer is signified by the corporal insignia (i.e., two chevron stripes). The senior officer rank is conferred on an officer who meets all of the following criteria: a minimum of three years of full- or part-time service as a USIBWC security officer; a rating of record of at least "fully successful" for the past three performance appraisal rating periods; current firearms qualification certification; and successful completion of a security officers basic training course (or equivalent). A security officer not meeting these criteria will wear no insignia of rank.

(2) Other. Rank other than that noted above will be determined as needed by the physical security program manager.

d. *Supervisory personnel.* Security supervisory personnel do not routinely wear a uniform. However, they may do so at the direction of the project manager in order to carry out special assignments such as performing security relief work or providing additional law enforcement during security alerts or special events. Security supervisors are not authorized the maximum annual uniform allowance provided to non-supervisory security officers. However, a modest bi-annual uniform allowance may be authorized at the sole discretion of the cost center manager in the security supervisor's work unit.

e. *Award accessories.* Authorized award accessories will be worn a maximum of 1/4" above and centered on the nameplate. Authorized award accessories include USIBWC length of service pins, CPR/first aid certification pins, ribbons, and other accessories specifically authorized by the physical security program manager.

f. *Duty belt.* The duty belt, with all required accessories, is a critical part of the officer's uniform and must be worn at all times the officer is on duty. The duty belt will be black leather (smooth or basket weave) or nylon, as determined by the supervisor. Unless specifically authorized by the supervisor, the officer must not "mix" the duty belt and/or accessories; for example, a nylon handcuff pouch will not be worn with a leather basket weave duty belt. The officer must wear all required duty belt accessories for which he/she is qualified to use, including but not limited to the following: a handcuff pouch with a set of serviceable metal double-locking handcuffs; a forward-draw holster suitable for the weapon it carries; a tactical baton with a suitable holder; a radio with a case; and a pepper spray canister with a suitable holder. The officer must maintain the duty belt and accessories in a serviceable condition to ensure the easy and rapid withdrawal of a firearm, other weapons, and handcuffs affixed to the duty belt.

B. Allocation. A maximum of four hundred dollars (\$400.00) per year shall be allocated and made available to each officially assigned security officer on a reimbursement basis for the purchase of all uniform and accessory items noted in paragraphs IV.A.2 and 3 above. In order to receive reimbursement, the officer must submit through his/her immediate supervisor and cost center manager (CCM) a completed reimbursement claim form (IBWC form 1164) and attach to the form a receipt for each authorized item for which reimbursement is sought. The receipt must provide sufficient detail to document the following: nature and type of item purchased; name, address, and telephone number of the company from where the purchase was made; date of purchase; and the purchase price. The officer also is entitled to reimbursement for the purchase of safety shoes that meet the requirements noted in subparagraph IV, A. 2.D. and in accordance with guidance issued by the Operations and Maintenance Division.

C. Firearm.

1. General provisions. A security officer is allowed to carry a firearm expressly authorized by the USIBWC only during the performance of his/her official duties on government-owned or controlled property. For situations in which the officer must travel over public roads to go from one site to another while performing official duties, the officer is authorized to carry the weapon provided that he/she uses the most direct route available and makes no other stops while enroute. Every officer must successfully complete a firearms qualifications course specifically authorized by his/her supervisor or the physical security program manager. Every officer must re-qualify annually as a minimum; a supervisor is authorized to impose a semi-annual requirement for all officers under his/her supervision. Each project should have a clearing barrel for the safe unloading and loading of firearms.

2. Agency-issued firearms. The agency will provide for the issuance of an authorized firearm and ammunition at the beginning of each duty period. Upon receiving the firearm, the officer must inspect it for defects and general cleanliness; an inspection also will be made of ammunition for corrosion, dents, or other damage. Defects will be corrected at that time or, if necessary, reported to the supervisor. The supervisor will establish a procedure for ensuring that firearms are cleaned at least once a month.

3. Authorized use. An officer is authorized to discharge a firearm only when it is necessary to protect him/herself or other person(s) from imminent and serious bodily injury or death. A firearm must not be discharged under the following circumstances: as a "warning" shot; from or at a moving vehicle; or when the lives of bystanders would be endangered by the discharge. Shooting an animal is prohibited unless the animal constitutes an imminent threat of serious bodily injury or death to the officer or another person. The officer must promptly notify his/her supervisor regarding any incident in which a firearm is discharged; notification will be followed by a detailed report explaining the incident.

D. Officer conduct on duty. A security officer's conduct and job performance has a direct effect on the safety of the officer, agency personnel, and visitors in addition to the protection of government property from theft, vandalism, and damage. The following are required rules of conduct on duty:

1. Punctuality. The security officer must report for duty at the proper time and location, wearing full uniform, and possessing required equipment that is in a serviceable condition.
2. Preparation. The security officer must be physically and emotionally prepared to carry out all assignments when reporting for duty. The officer must not use alcohol or other drugs that might impair him/her physically or emotionally. An officer being relieved by another officer who appears unfit for duty must immediately notify the supervisor and not turn over a weapon, other equipment, or post to the unfit officer.
3. Knowledge of post orders. When starting on duty, the security officer will acquire knowledge of any changes in standing orders or special circumstances that require attention. This must be done by reviewing a daily security report and/or by asking the supervisor or the guard being relieved.
4. Grooming. The officer must have a clean appearance and be properly groomed at all times. Hair must be clean, neatly trimmed, and not interfere with the proper wearing of official headgear or the officer's vision. Hair ornaments, such as flowers and combs, may not be worn, but items to hold hair in place (such as bobby pins or hairpins) may be worn if they are concealed as much as possible and are of a color that blends with the hair. Jewelry that is readily visible such as dangling earrings and other objects resulting from body piercing, necklaces, and chains will not be worn; a ring may be worn only on the third finger of each hand. A watch may be worn.
5. Alertness. The officer must be alert at all times to include being physically and mentally prepared to carry out the full scope of security officer duties and responsibilities. The officer must not engage in any activity that distracts him/her. As such, the officer must not have in his/her possession while on duty such distractions as the following: television sets; compact disc or cassette personal stereo units; electronic games; non-agency issued cellular/wireless telephones, pagers, or two-way radios; and non-agency issued or otherwise unofficial reading materials. An AM/FM radio or a scanner is permissible if specifically authorized by the supervisor.

D. Officer duties and responsibilities. An officer's major duties and responsibilities are documented in the official position description. Post orders, operating procedures, and other specific instructions will supplement the position description. Standards of performance are documented in the official performance plan. The following guidance is general in nature and is intended to supplement the duties and responsibilities documented in the position description:

1. A security officer's primary duties are crime prevention, detection, and reporting. Investigating and solving crimes ordinarily are outside the officer's scope of authority.

2. Provide security against loss of government property from fire or mechanical failure.

3. Control access to the facility to include specific areas of the facility.

4. Contact, question and, if necessary, take into custody individual(s) suspected of engaging in criminal activity. The following are the primary levels of contact that the officer makes with a suspect:

a. *Mere suspicion.* This is the lowest form of suspicion. At this level, an officer has a "hunch" or "feeling" with no basis in fact that an individual has or is committing a crime. The officer may approach the individual and question him or her; however, the suspect is not required to answer any questions nor provide identification and is free to walk away from the officer provided that he/she promptly leaves the government-owned/controlled property.

b. *Arrest.*

(1) The officer must keep in mind that his/her powers of arrest are the same as those of a private citizen. An officer is authorized to arrest a suspect as a last resort and only after the officer has established probable cause for the arrest. Probable cause is defined as an apparent state of facts found to exist upon reasonable inquiry which would induce a reasonably intelligent person to believe that the individual committed a criminal offense. The officer will make an arrest only when the offense is committed in his/her presence or within his/her view and the offense is classified as a felony or a breach of the peace. As a guide, each of the following acts is normally classified as a felony or a breach of the peace and is one that could be encountered by a security officer:

Murder	Intentionally or knowingly causing the death of an individual.
Manslaughter	Recklessly causing the death of an individual.
Unlawful restraint	Intentionally or knowingly restraining an individual;
Kidnapping	Intentionally or knowingly abducting another person.
Aggravated assault	Causing serious bodily injury to another or using or exhibiting a deadly weapon during the commission of an assault.
Deadly conduct	Knowingly discharging a firearm at or in the direction of one or more individuals or at an occupied habitation, building, or vehicle.
Criminal mischief	Intentionally or knowingly damaging or destroying tangible property or making markings (e.g., inscriptions, slogans, or drawings) on the property.

Arson	Starting a fire or causing an explosion with intent to destroy or damage any vegetation, fence, or structure on open-spaced land <u>or</u> any building habitation, or vehicle.
Theft	Unlawfully obtaining property without the owner's effective consent and the value of the property stolen is \$1,500 or more.
Robbery	In the process of committing theft, intentionally, knowingly, or recklessly causing bodily injury to another; or intentionally or knowingly threatening or placing another in fear of imminent bodily injury or death.
Aggravated robbery	While committing robbery as defined above, causing serious bodily injury to another or using or exhibiting a deadly weapon.
Burglary	Entering a habitation or a building (or any portion of a building) not then open to the public, or remaining concealed in such a structure, with the intent to commit a felony, theft, or an assault.
Criminal trespass	Entering or remaining on government property without effective consent and he/she had notice that the entry was forbidden or received notice to depart but failed to do so.
Unauthorized use of a vehicle	Intentionally or knowingly operating another's boat, airplane, or motor-propelled vehicle without the effective consent of the owner.
Disorderly conduct	Intentionally or knowingly: using indecent or vulgar language or making an offensive gesture or display in a public place which tends to in immediate breach of the peace; abusing or threatening a person in a public place in an obviously offensive manner; fighting with another in a public place; unlawfully discharging a firearm; exposing his anus or genitals in a public place and is reckless about whether another person may be present.

The officer will use judgment in deciding whether or not to make an arrest, to include consideration of the severity of the offense; for example, the officer might respond to a breach of the peace offense such as disorderly conduct by simply escorting the offender off the premises rather than making an arrest. If, as a last resort, the officer makes an arrest, he/she must do the following: handcuff the individual (except as prescribed in subparagraph 3 below); not ask investigatory-type questions; protect the individual's civil rights; immediately contact the immediate supervisor; and immediately contact proper law enforcement authorities and transfer custody of the individual to such authorities as soon as possible.

(2) An officer will conduct a protective frisk of the suspect if the officer has a reasonable fear for his/her safety based on observations of the person. A protective frisk consists of a brief pat-down of the suspect's outer clothing for the express purpose of detecting concealed weapons or an object that can be used as a weapon. When conducting a frisk, the officer can not place his/her hands in the suspect's pockets nor manipulate (squeeze) clothing. The officer can ask the suspect to empty pockets but not require it.

(3) Generally, a suspect who is placed under arrest is handcuffed before being removed from the scene. This may be unnecessary if the suspect is not charged with a crime of violence, there is no reason to believe the suspect will flee or cause harm to him/herself or others, and/or the suspect is a juvenile, elderly, or physically disabled. Handcuffs must be double-locked. The use of handcuffs will be in accordance with training that the officer has completed as a condition of employment with the agency.

(4) To prevent destruction or contamination of evidence, the officer must do the following:

(a) Avoid touching or moving objects or disturbing in any manner any article, mark, or impression in the crime scene area;

(b) Maintain strict security over the area until law enforcement authorities arrive on the scene and expressly take control of the area.

E. Use of force.

1. Background. An officer's role in the use of force is essentially a defensive one. Defense is defined as devoted to resisting or preventing aggression or attack. The following are important definitions:

a. *Non-deadly force*. Is that amount of force which is neither likely nor intended to cause great bodily harm. Non-deadly force includes physical strength of the officer, the use of a chemical agent (oleoresin capsicum (OC) or equivalent spray), or the use of a baton.

b. *Deadly force*. Is force that is either capable or intended to cause serious bodily injury or death.

c. *Necessary force*. Is the minimum amount and degree of lawful force sufficient to achieve a legitimate and lawful objective.

2. General guidance.

a. *Amount and degree of force*. The amount and degree of force which the officer may apply in attaining a lawful purpose will be determined by such circumstances as the following: the nature of the offense; the behavior and physical ability of the subject against whom force is used; the subject's possession of actual or potential weapons; actions by third parties who may be present; and the feasibility or availability of alternative actions. Under no circumstances will force be used greater than necessary and in no instance will deadly force be used except in protecting the officer or another person from serious bodily injury or death.

b. *Escalation of force.* It is the officer's responsibility to first exhaust every means of employing the minimum amount of force before escalating to a more severe application of force. The following methods of applying force are listed in ascending order from the least severe to the most drastic:

- (1) Oral commands.
- (2) Physical strength or skill and/or a chemical agent (such as OC spray) for which the officer is qualified to carry.
- (3) Approved baton for which the officer is qualified to carry.
- (4) Authorized firearm.

c. *Use of deadly force.* An officer may use deadly force to defend him/herself or another person from what the officer reasonably perceives as an imminent threat of serious bodily injury or death when there is no apparent immediate alternative method of force.

F. Documentation.

1. Background. The types and frequency of reports will be determined primarily by the immediate supervisor in accordance with the specific needs of a particular project or work unit. The officer must keep in mind that all reports will be subject to further review by management and, in serious situations, by law enforcement officials and courts at law.

2. General guidance. The following is general guidance that is applicable to most report-writing situations. When describing a significant incident or an offense in a narrative report, an officer must answer the five key questions: who; what; when; where; and why.

a. *Who.* When an individual is first mentioned in the report, the officer will note the first, middle, and last name; "NMN" will be used when the individual does not have a middle name or initial. The individual may subsequently be referred to by his/her last name in the report. The first time a witness or suspect is mentioned in the report, the officer is to use brief descriptive phrases.

b. *What.* This simply involves a clear description of the event. The officer must be objective and avoid conclusions not based on fact. Hearsay (second-hand information) should be included only if it is clearly identified as such and is material to the case. The officer must state precisely what he/she means in plain language. If a quote is used, the person's exact words must be noted.

c. *When.* This is the date and time of the incident, or an approximation if the exact time is unknown. The time should be noted using military/24-hour time.

d. *Where.* The exact location should be so clearly identified that no confusion or

misinterpretation is possible.

e. *Why*. This is particularly significant if a criminal offense is involved. An accurate description clarifies the elements of an offense, which is crucial in prosecuting an offender. In such cases, the officer must give facts regarding the intent with such clarity that there is no need for conclusions or opinions. If a suspect states “why” he/she committed an act, the officer may write, “Jones *said* that he took the property because...”

Appendix D.

*Note: Appendix **D** is reserved for headquarters and field office supplemental physical security manuals (to include emergency management plans) as described in paragraph 901.5 of this directive. Each physical security manual will be available to USIBWC employees on a need to know basis. Each emergency management plan should be made available to every employee covered by the plan.*